

## Property Maintenance Complaint Process

Once you have submitted your complaint, an inspector is assigned to schedule visiting the property to inspect for the violations noted on the complaint form. If the inspector is already currently working on a previous complaint on the subject property, your complaint will be added to the pending actions.

Once an inspector has inspected the property, one of two actions will take place:

- 1) The inspector may issue a notice to correct the noted violations. The notice in accordance with law must be mailed to the property owner or agent. If a structural violation is noted, the notice must be sent by certified mail. Contained in the notice is a prescribed number of days in which the owner or agent must correct the violations. Should the owner fail to correct the violations in the prescribed time, a non-traffic citation is issued.
- 2) The inspector may issue an immediate citation. This may occur if the owner previously was issued a notice of violation and failed to comply or if the violation is related to high grass and weeds, sanitation or snow removal and the violation is of an extreme nature.

Once a citation(s) has been issued, it is sent to the District Justice for processing. The District Justice then notifies the owner or agent by certified mail with a prescribed fine. The defendant may either pay the fine or request a hearing. Oftentimes, a defendant may simply pay the fine but not correct the violations. In this case, the City's only recourse is to issue additional citations. Should the owner or agent fail to pay or request a hearing, a warrant is issued for the arrest of the defendant.

In either scenario as described above, it may take days, weeks or longer to achieve compliance depending on the cooperation of the property owner or agent as well as the manner in which a citation(s) is adjudicated by the District Justice.

It is your right as a citizen to appear before the District Justice for any hearing to support actions taken pursuant to your complaint. You may track the disposition of any citation(s) issued by contacting the District Justice that has jurisdiction where the subject property exists.

It is important when filing a complaint on a property with the Bureau of Codes that you check the box stating that you are willing to appear for any court hearing to support your complaint. When doing so, the inspecting officer will request that you be subpoenaed for any hearing that may be requested by the defendant.



**CITY OF HARRISBURG**  
**Department of Building and Housing Development**  
**Bureau of Codes**

*Linda D. Thompson, Mayor • Harrisburg City Council*



**PROPERTY MAINTENANCE COMPLAINT FORM**

(Please type or print in ink legibly)

To ensure prompt inspection services, please complete the information as accurately as possible.

Address of Violation \_\_\_\_\_

Type of Violation: (Check all that apply)

- |  |   |
|--|---|
| <input type="checkbox"/> Sanitation Complaint                          | <input type="checkbox"/> Zoning Complaint                     |
| <input type="checkbox"/> Structure Complaint                           | <input type="checkbox"/> Vacant Structure                     |
| <input type="checkbox"/> Plumbing Complaint                            | <input type="checkbox"/> Vector Ordinance – Refuse Containers |
| <input type="checkbox"/> Electrical Complaint                          | <input type="checkbox"/> Trash – Vacant Lot                   |
| <input type="checkbox"/> Vector Complaint – Rats                       | <input type="checkbox"/> Other _____                          |
| <input type="checkbox"/> Sidewalk Complaint                            |   |
| <input type="checkbox"/> High Grass & Weeds Complaint – Struct. On Lot |   |
| <input type="checkbox"/> High Grass & Weeds Complaint – Vacant Lot     |   |

Nature of Complaint: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



**THE FOLLOWING INFORMATION CAN NOT BE DIVULGED UNLESS BY COURT ORDER IN ACCORDANCE WITH STATE LAW.**

**Complainant Information:** (this information is necessary in case of a discrepancy in above information)

Complainant Name (please print legibly) \_\_\_\_\_

Complainant Phone Number \_\_\_\_\_

Complainant Address \_\_\_\_\_

**NOTE:** All of the above information must be completed to accurately respond to the complaint.

*Submission of a false statement to a public official, pursuant to Section 4904 of Title 18 of the Pennsylvania Crimes Code, constitutes a misdemeanor of the third degree of offense, punishable by a fine and imprisonment of not more than one year.*

Can we contact you to appear in court for the violations noted? ☐ Yes ☐ No

Signature \_\_\_\_\_

Date \_\_\_\_\_

**FOR OFFICE USE ONLY:**

Property No. \_\_\_\_\_

Tracking No. \_\_\_\_\_

Dept. of Building & Housing Development • Bureau of Codes • 10 N. 2<sup>nd</sup> Street, Suite 205 • Harrisburg PA 17101 • Phone: 255-6553  
White: Codes Bureau Yellow: Complainant

(Information on reverse side)